

## **CHAPTER 402**

### **HOUSEHOLD GOODS AND UNACCOMPANIED BAGGAGE**

#### **A. PURPOSE**

This chapter provides guidance and establishes procedures for the worldwide shipment of HHG and UB.

#### **B. CARRIER PARTICIPATION IN DOD TGBL TRAFFIC**

1. To participate in TGBL HHG or UB traffic, the carrier must meet, or exceed, all requirements of the TOS in Appendix B of this Regulation, MTMC Pamphlet 55-4, How to do Business in the Department of Defense Personal Property Program, and the rate solicitation. Any questions concerning the MTMC Pamphlet 55-4 or the rate solicitation will be directed to HQ MTMC/MTPP-PP-Q, Commercial: 703 428-3297.
2. Carriers interested in participating in the DOD Personal Property Program will contact: HQ MTMC, Hoffman Building II, 200 Stovall Street, Alexandria, VA 22332-5000 (Attn: MTPP-PP-Q).

#### **C. EQUAL OPPORTUNITY TO COMPETE**

1. All carriers qualified to participate in the movement of DOD-sponsored personal property shipments will be given an equal opportunity to compete. The extent a qualified carrier will participate in DOD traffic depends on the following:
  - a. The geographic areas served by the carrier.
  - b. The capability of the carrier's agent's facilities and equipment.
  - c. The carrier's ability to meet the member's/employee's requirements.
  - d. The quality of the carrier's performance on previous shipments.

#### **D. TO ACTIONS**

1. Areas of Operation.
  - a. The TO will establish and announce areas of operation within their installation's AOR.
  - b. Shipments will be offered only to those carriers qualified to serve that AOR; however, carriers may use approved agents outside the TO's AOR when it is in the best interest of the member/employee and the Government.
2. Establishment of RDDs.
  - a. During the counseling session, the TO will determine the member's/employee's requirements and, with the member/employee, establish a realistic RDD based upon those requirements. In

establishing a RDD, the TO will consider all matters affecting the member/employee and the member's/employee's shipment, to include but not be limited to the following:

- (1) The earliest date the member/employee can release the personal property for shipment.
  - (2) The member's/employee's required reporting date at the new duty station.
  - (3) Whether or not the member/employee will be taking leave between duty assignments and, if so, for how long.
  - (4) The estimated time it will take the member/employee to reach the area of the new duty station.
  - (5) Whether or not the member/employee is assigned to TDY between permanent duty assignments.
  - (6) The availability of housing at member's/employee's new duty station. Inquire if the member/employee plans to go on a house-hunting trip.
  - (7) The method and mode of shipment to be used and the carrier's ability to perform.
  - (8) The minimum transit time that governs the particular shipment (See Appendices L, M, and N). These minimum transit times are averages and will not be used exclusively to assign an RDD.
  - (9) The day of pickup and the day of delivery will not be scheduled on Saturdays, Sundays or holidays, unless there is a mutual agreement between the member/employee, the PPSO, and the carrier.
- b. When assigning a transit time, the times on the HQ MTMC web site are the minimum times. Transit-times may be longer pending member/employee needs and prudent traffic management. When assigning a transit time less than published, the PPSO/TO will advise the origin carrier/agent at the time of booking and offer the carrier/agent the opportunity to accept or refuse the shipment. To support this action, the counselor will annotate/flag the origin shipping file to indicate the shipment RDD is less than the minimum. The TDR booking clerk will annotate the TDR accordingly. A carrier/agent refusing to accept the shipment will not be charged with a refusal nor assessed administrative tonnage. Any carrier/agent who accepts a lesser transit time will be expected to satisfy that requirement.
- c. If, after establishment of the RDD and before the pickup of the shipment, the carrier or PPSO learns the member's/employee's needs have changed, the PPSO, with the approval of both the member/employee and the carrier, may establish a new RDD. If the carrier cannot, or will not, accept the revised RDD, the PPSO may reallocate the shipment to another carrier or method.
- d. For shipments moving from a point overseas into NTS in CONUS, the PPSO will establish the RDD as 90 days from the pickup date. These shipments normally move via DPM.
- e. Shipments that are to be placed in SIT at destination or marked for "Hold for Disposition Instructions" are moved under conventional transit time guides.

- f. For shipments moving as Deferred Air Freight Code T (TP-4), the RDD will be constructed based on the surface transit time for Code 4 as shown in Appendices M and N.

## **E. SELECTION OF METHOD AND MODE OF SHIPMENT**

When the method and mode of shipment have been determined, the shipment will be tendered IAW the Total Quality Assurance Program (TQAP). When the PPCIG determines a shipment will move by DPM, or DPM is only method available to satisfy the member/employee, the provisions of Chapter 404 of this regulation apply. When the TO determines that movement by air is necessary to meet the member's/employee's requirements, the following apply:

1. Army-Sponsored Shipments. For Army-sponsored air shipments, the provisions of Army Regulation 55-71, Transportation of Personal Property and Related Services, apply.
2. Air Force-Sponsored Shipments. The provisions of Air Force Policy Directive (AFPD) 24-5, Transporting and Storing Personal Property, apply. All requests for TP-2 airlift to/from other than hard-lift areas will be routed through the Major Command to JPPSO-SAT FT SAM HOUSTON TX/DIR. Advance Transportation Control and Movement Document (ATCMD) clearance documents to the Shipper Service Control Office (SSCO) or overseas Area Clearance Authority (ACA) for TP-2 shipments, to and from other than hard-lift areas, will include a TH-9 trailer card identifying the airlift approval authority, i.e., JPPSO-SAT/DIR 123456Z Dec 01.
3. Navy-Sponsored Shipments. For Navy-sponsored air shipments, the provisions of Naval Supply Systems Command (NAVSUP) Publication (Pub) 490, Transportation of Personal Property, apply. All requests for TP-2 airlift to/from other than hard-lift areas will be routed through NAVSUP HHG DIV.
4. Marine Corps-Sponsored Shipments. For Marine Corps-sponsored air shipments, the Marine Corps policy concerning air shipments of HHGs and UB is contained in Marine Corps Order (MCO) P4600.39, Marine Corps Personal Property Transportation Manual, Paragraph 3204.
5. Coast Guard-Sponsored Shipments. Coast Guard policy concerning air shipments of HHGs and UB is contained in Commandant Instruction (COMDTINST) M4050.6, Coast Guard Personal Property Transportation Manual, Paragraphs 2001 and 2003.

## **F. SHIPMENT OF UB BY MAIL OR SMALL PACKAGE SERVICE**

1. The TO is authorized to ship UB by parcel post, air mail, military official mail, surface mail, or small package service. Shipment will be made only when it is the cost-effective method consistent with the member's/employee's requirements. Baggage will meet the specifications of the US Postal Service (USPS) or small package carrier.
2. The TO will maintain records of UB shipments using DD Form 1299, Application for Shipment and/or Storage of Personal Property, (Figure 401-1). One copy of the DD Form 1299 will be provided to the member/employee at origin. The Government will not pay the cost of insurance. A second copy of the DD Form 1299, annotated to show the number of pieces, weight, and date shipped, together with a copy of the member's/employee's orders, will be forwarded to the destination TO.

3. It is important that the member/employee be provided a copy of the DD Form 1299 as a receipt for property shipped. A copy of the member's/employee's orders will be placed inside each piece of UB shipped.

#### **G. RECEIPT FOR UB**

When a member/employee delivers UB to the TO for shipment, the TO will prepare a DD Form 1796, Receipt for Unaccompanied Baggage, Figure 402-1, (using original plus one copy). TOs will provide the member/employee with the original DD Form 1796 and the copy will be retained by the origin TO. Local reproduction of DD Form 1796 is authorized.

#### **H. RETROGRADE PERSONAL PROPERTY WITHOUT FINAL CONUS DESTINATION**

1. When the member/employee cannot provide a final CONUS destination for a shipment, the TO will annotate the DD Form 1299, Block 10: "Hold for Further Disposition Instructions," on shipment markings and documentation. These shipments may be moved in Government-owned containers and consigned to storage utilizing the most cost-effective method.
2. The origin TO/contractor will annotate the member's/employee's permanent contact address on the advance shipping documents provided to the TO responsible for the storage location. The member/employee will be directed to provide the final destination address directly to the TO, once the final destination has been established.

#### **I. PORT SELECTION FOR CODE 5 SHIPMENTS**

International Door-to-Door Container Government Ocean Transportation (Code 5) shipments do not require export traffic releases (ETRs). Shipments will be routed to military terminals designated by this Regulation, Part II, Cargo Movement, Chapter 203, Paragraph C.3.b.

#### **J. ITGBL SHIPMENTS ENTERING THE DTS**

1. The TO will assign a Transportation Control Number (TCN) to each ITGBL personal property shipment entering the DTS.
2. An ATCMD will be prepared for all ITGBL Code 5/T HHGs shipments IAW this Regulation, Part II, Cargo Movement. An ATCMD will not be prepared for Code J UB shipments for shipment clearance purposes. TCMD data is required to be provided to the aerial port by the port agent on a computer disk for Code J shipments.
3. After the TCMD is assembled, the TO will offer the shipment for clearance. A clearance is required on all Code 5/T shipments. A clearance is not required on Code J shipments. The TO clears a personal property shipment by sending ATCMD data to the clearance authority. The TO may estimate the pieces, weight, and cube on the ATCMD submitted to the SSCO or clearance authority in situations when obtaining actual data would delay transmission of TCMD data beyond the specified clearance time frame. A good gross weight estimate can be obtained by adding 40 percent to the estimated weight. Cubic measurement can be obtained by multiplying .015 (lbs) times the gross estimated weight.

4. Personal property shipments are considered cleared if the clearance authority has not challenged them by the hour/day entered in the ATCMD date shipped field. The only exception is for shipments by TP-4. For shipments moving by TP-4, the shipper will submit the ATCMD data to the ACA as for any other shipment. Unlike other air shipments, a TP-4 shipment will not be released to an ITGBL carrier until specifically approved by the ACA.
5. The TO will provide the origin carrier with three copies of the TCMD. The carrier will be instructed to:
  - a. Insert the actual pieces, weight, and cube of the shipment on the TCMD.
  - b. Place one copy, together with a copy of DD Form 1299 and a copy of the member's/employee's orders, in the waterproof pouch on the Number 1 container of the shipment.
  - c. Surrender one copy to the military ocean or air terminal at the time of delivery. This copy is not required at CONUS AMC air terminals for CONUS outbound shipments that have been cleared by the SSCO or clearance authority.
  - d. Retain one copy for the carrier's files.
6. Upon receipt of the actual weight/cube information, the TO will input the actual weight/cube data into TOPS within one working day.

#### **K. CARRIER RESPONSIBILITIES AFTER APPROVAL BY HQ MTMC**

1. Submission of LOI. A carrier approved by HQ MTMC will submit a LOI, containing pertinent information prescribed in Appendix A, to the TO of each activity where participation in DOD traffic is desired. After initial acceptance of a valid LOI by the TO, the LOI will remain on file until replaced with another LOI or invalidated by the TO. The TO will require a replacement LOI only when information provided by the carrier on the LOI has changed.
  - a. CONUS. The carrier will attach to the LOI a listing: The Name(s) of Interlining Carriers Used Within CONUS or Areas Served by Use of Such Carriers Through Joint Carriage Arrangements. Carriers must provide, at the request of the TO, the Map Reflecting Domestic Operating Authority. The carrier, by submission of an LOI filed at TOs within the CONUS, certifies that an agency agreement is in effect between the carrier and the agents listed therein. A valid LOI must be filed with and accepted by the TO before rates can be filed with HQ MTMC.
  - b. Overseas. When requested by the TO, a carrier filing an LOI in a controlled country will submit a Certificate of Agency Agreement (CAA) signed by an authorized representative of their company and the overseas agent. A valid LOI will be filed with the TO no later than the initial filing deadline specified in the ITGBL traffic management and rate procedures. Prior to filing rates, a carrier must have a valid LOI on file at each TO within the rate area for which rates are filed. LOIs filed at installations that cover more than one rate area will indicate whether the service will be for "all" of the TO's area or specifically indicate which area to be served. The LOI must have been accepted by the initial filing date of that particular cycle. LOIs filed at installations that service more than one rate area do not require coverage of all rate areas within the TO's AOR. For example, a carrier wanting to serve US88 (California-South) will also file a LOI at Marine Corps Air Station, Yuma, Arizona

(AZ), to cover Winterhaven, California. However, the LOI at Yuma does not have to cover AZ if the carrier does not wish to serve US79 (AZ).

2. Verification of LOI (CONUS/Overseas). The LOI must have been accepted and retained on file by the initial filing deadline date of that particular cycle. If the TO has notified the carrier of loss of agent but the 45-day window for replacement has not expired prior to the initial rate filing deadline, the LOI is still considered valid for rating filing purposes. On the 46<sup>th</sup> day, the carrier's rates will be removed if new agent/representation has not been obtained. At the time of LOI verification, TOs will take the following action if the carrier does not have an LOI on file:
  - a. Deny that carrier traffic.
  - b. Advise the carrier's home office that there is no record of an accepted LOI and inform the carrier it has seven calendar days to provide proof of an accepted LOI. The carrier's response will include the date the LOI was submitted, date accepted and by whom, and the name of the local agent.
  - c. Notify MTPP-PP-Q by message or fax if the carrier cannot prove within the seven day time frame that it has a valid LOI on file.
3. Withdrawal of LOI. If a LOI is withdrawn, the TO will immediately notify HQ MTMC (MTPP-PP-Q) and/or overseas component by message if a carrier withdraws a previously accepted LOI. The notification will include the names of the carriers and agents involved and the reasons for the action. Shipments in possession of carriers that have lost their LOI will be pulled back by the TO unless the TO determines shipment(s) in the pipeline can be delivered. Shipments that have not been picked up will be pulled back and rebooked with another carrier.
4. Multiple Agents Listed in the LOI. A carrier's LOI may list as many local agents as the carrier desires. In the interest of maintaining good relations as well as providing sufficient SIT capability, the RSMO (PPSO OCONUS, except Alaska and Hawaii) will inspect the facilities of all agents listed on the LOI. A carrier with multiple agents will designate separate agents for booking purposes and as a single POC for domestic HHG and UB or the carrier may designate a single agent for all codes of service. When more than one agent is listed in the LOI, the carrier will indicate a specific agent to serve as a booking agent and for contact purposes. When the corporate structure of a carrier prohibits the designation of a specific agent for contact purposes, the TO will consider the first agent listed thereon as the booking and contact agent.
5. Carrier Utilizing Alternate DOD Approved Agent. In situations where an assigned agent is not available to service a shipment due to emergency situations beyond their control, the carrier, to meet the requirements of the customer, may utilize another DOD approved agent, which may not be listed on their LOI. The carrier or original assigned agent must first receive the approval of the origin TO and inform the TO of the name of the new agent that will be performing the service. To minimize administrative steps for on the origin TO, a PPGBL/BL correction notice will not be required. However, the member's/employee's file will be annotated. It is imperative that prior to the new agent arriving at the residence, the member/employee be notified of the change. The use of an alternate agent applies only in emergency situations and will not be approved on a regular and recurring basis.
6. General Agents. Carriers having more than one agent serving an overseas TO in a rate area may use a general agent as a booking agent.

7. Carrier or Agent Facilities Requirements.

- a. A carrier desiring to participate in TGBL/ITGBL, HHG, and UB traffic must have satisfactory agency facilities. A minimum of 2,000 cubic feet of storage space will be available for TGBL traffic. For ITGBL traffic, 2,000 cubic feet of storage space is required for each carrier represented up to a minimum of 8,000 cubic feet for four or more carriers. This space will be exclusive of working space, fire aisles, overhead clearances, or access ways. If the carrier's agent also participates in agreements with other DOD-approved carriers, the minimum 2,000 cubic feet of space available for DOD storage will be required for each DOD-approved carrier represented by the agent. Door access will be adequate to safely handle the largest containers of all DOD-approved carriers represented.
- b. Office facilities must accommodate the minimum personnel force required and will include sufficient private business telephone lines to properly service all DOD-approved carriers represented by the agent. A minimum of two private business telephone lines are required when an agent represents two or more DOD carriers.
- c. The carrier agent must have the equipment to produce both linear and 2D barcode shipping labels or have contracted means to provide linear and 2D barcode labels for shipments entering the DTS.

8. Carrier or Agent Equipment Requirements. The carrier or the carrier's agent will maintain sufficient and suitable vehicular equipment available for local use in the pickup and delivery of DOD personal property shipments. Vehicular equipment may be either closed, weather-tight vans for loose stowed personal property or open flat-type equipment for containerized shipments. The vehicles may be owned by the carrier or agent or leased under a long-term agreement. Closed weather-tight vans will have a minimum of 1,000 cubic-foot capacity. Open vehicles will have a minimum bed length of 16 feet. Two or more smaller vehicles that together equal the preceding requirements are acceptable. For every two pieces of non-self propelled-equipment, a minimum of one tractor is required.

- a. A minimum of two vehicles is required for the first domestic TGBL DOD-approved carrier represented. A minimum of three vehicles will enable the agent to represent the maximum allowable number of domestic TGBL carriers.
- b. One additional vehicle is required for every two ITGBL carriers represented by the agent. However, after the requirements are met for the first four ITGBL carriers, additional vehicles are not required.
- c. Those agents of DOD-approved carriers offering containerized service will maintain at least one mobile lifting device (such as a forklift) capable of handling a minimum of 4,000 pounds at 24-inch center.

9. Carrier or Agent Personnel Requirements. A minimum personnel force will be maintained as follows:

- a. Packer/Warehouseman/Driver. A minimum of two qualified personnel will be maintained on a regular basis for the first carrier represented. To represent two to four carriers, the agent will maintain three qualified personnel. To represent more than four carriers, additional personnel requirements will be based upon the agent's ability to provide responsive service. It is the responsibility of the carrier and agent to determine what is necessary to provide



responsive, quality service. Agents are subject to performance action if the TO determines them to be nonresponsive in providing service.

- b. **Administrative Personnel.** The carrier's office or the carrier's agency office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for the provision of services. One employee with such authority is required for one to three DOD-approved carriers represented. One additional employee with such authority is required when more than three DOD-approved carriers are represented.
- c. **English Speaking and Writing Employee.** All carriers or their agents will have an English speaking and writing employee available at the member's/employee's residence at all times during the packing or unpacking of shipments. The agent will also have a full-time English speaking and writing employee reasonably available during normal working hours at the administrative office of the agent.

#### 10. Multiple Use of Agent's Facilities.

- a. The facilities provided by an agent for use by one or more DOD-approved carriers will be separate and independent of the facilities of any other agent. When more than one agent occupies the same warehouse facility, there will be a separation by solid wall of permanent-type construction.
- b. An agent will not be permitted to subdivide a facility into additional agencies to circumvent the limitations on carrier representation indicated above. All agencies will be separately organized by incorporation or other legal instrumentality, and there will be no combining of equipment, personnel, or facilities. Once an agent's facility has been inspected and accepted by the TO, no portion of that facility will qualify as a new agency for additional carriers unless specifically approved by HQ MTMC. Agents may appeal a decision to HQ MTMC for resolution.

### **L. TO ACTIONS UPON RECEIPT OF THE LOI**

- 1. **Acknowledging Receipt of the LOI.** The LOI will be submitted to the TO. If submitted by registered or certified mail, the PS Form 3811, Domestic Return Receipt, Figure 402-2, will serve as notification of receipt of the LOI. If hand-delivered, the LOI will be submitted in duplicate with one copy stamped and returned to the carrier. If submitted by FAX, the TO will sign and date the LOI in BLOCK 14, as an acknowledgement of receipt only and return FAX the signed copy.
- 2. **Acceptance or Rejection of the LOI.** Within 30 calendar days of receipt, the TO will determine whether or not the carrier has met all requirements and will advise the carrier, in writing, of the LOI's acceptance or reason for rejection. Acceptance action (dated and signed with the effective rate cycle) will be annotated on the beginning top portion of the LOI. LOIs will be submitted 30 days prior to a rate cycle filing date to be considered for that rate cycle. For International, any LOI received after the 30-day time frame will be considered for the following rate cycle. For Domestic, any LOIs received after the 30-day time frame will be effective for the next rate filing.



## **M. CARRIER APPEAL UPON REJECTION OF THE LOI**

A carrier notified that the LOI was rejected has the right to appeal the decision or request further consideration after correcting deficiencies. The TO will make every effort to resolve these appeals at the local level. Appeals that cannot be resolved by the TO will be referred to HQ MTMC for resolution. In all such cases, the decision of HQ MTMC will be final.

## **N. INSPECTION OF A CARRIERS FACILITIES AND EQUIPMENT**

1. **Previously Approved Facilities.** The reinspection of a carriers facilities and equipment, for the purpose of accepting a new LOI, is optional if they have previously been inspected and approved by the RSMO.
2. **Initial Approval of Facilities.** The RSMO will inspect and approve or disapprove the agents facility. Should the agents facility not be adequate to support services offered, the TO will return the carriers LOI and advise HQ MTMC of the reasons. Only warehouses that meet the standards described in Appendix D will be considered for acceptance. Upon completion of the inspection, the carrier will be notified in writing whether the facility is approved or disapproved.
3. **Overseas.** For carrier facilities located OCONUS (excluding Alaska and Hawaii), the TO will conduct a pre-award inspection of the facilities and equipment using the guidelines outlined in Appendix D.
4. **Periodic Inspections.** The RSMO or their representative will inspect carrier's facilities once every six months following the initial inspection (see Appendices D and E). If the facility historical record indicates a total volume of 25 or less shipments annually, and the facility has been awarded a "B" or better, annual inspections may be performed. When deficiencies are reported and action is warranted, the RSMO may place the facility in an ineligible status. The RSMO will inform the TO of any such action taken. The TO will inspect carrier equipment as frequently as necessary, and may inspect storage facilities. The TO will inform the RSMO of any action taken against the carrier involving facilities used for storage. For facilities located OCONUS (excluding Alaska and Hawaii), the TO will conduct a pre-award inspection of the facilities and equipment using the guidelines outlined in Appendix D.
5. **Adequacy of Carrier Overseas Agency Facilities.** HQ MTMC will grant approval of a carriers TOS to an overseas area. The carrier, prior to filing rates, will submit an LOI, and (when requested) a copy of the agency agreement directly to the overseas TO in sufficient time for acceptance by the designated LOI filing deadline. If the agents facility is determined not adequate to support services offered, the TO will advise HQ MTMC of the reasons.
6. **Trip Leasing.** The carrier on the PPGBL/BL will be fully responsible for the shipment (including, but not limited to, all loss and damage, claims, any missed pickups or missed RDDs). Under this rule, HHG carriers will only be allowed to trip lease with other DOD approved HHG carriers. Carriers will not be required to get trip lease approval from HQ MTMC. This will reduce the administrative burden on carriers as the trip lease carrier will only be required to be a DOD approved HHG carrier. Regulations and rules governing trip leasing as set forth in the Code of Federal Regulations (CFR), Title 49, Part 376, Lease and Interchange of Vehicles, apply. Failure to comply with the regulatory requirements will result in nonuse or revocation of their DOD HHG approval by HQ MTMC. Unless a copy of the lease is carried on the equipment, the authorized carrier will keep a statement with the equipment during the period of the lease certifying that they are operating the equipment. The statement will also specify the name of the

owner, the date and length of the lease, any restrictions in the lease relative to the commodities to be transported, and the address at which the original lease is kept by the authorized carrier. This statement will be prepared by the authorized carrier or its authorized representative.

#### **O. ACTIONS TO BE TAKEN WHEN DEFICIENCIES ARE DISCOVERED IN A FACILITY**

Upon discovery of deficiencies in warehouse facilities, the agent or contractor will be encouraged to correct those deficiencies during the inspection. In each instance, the improper storage methods will be annotated on the DD Form 1812, Warehouse Inspection Report, Figure 402-3, and will be part of the performance record. Depending on the severity of the deficiencies, as determined by the scored elements on the DD Form 1812, the following actions apply:

1. When the inspection reveals the failure to exercise proper security measures such as inadequate locking devices, insecure access points, or structural discrepancies such as broken doors, windows or walls, the RSMO will immediately place the facility in an ineligible status, and the TO will place the carriers represented by the agent in a non-use status. The non-use status will remain in effect until written confirmation is received by the TO and/or RSMO indicating corrective action was taken and a reinspection of the facility has been conducted by the TO and/or RSMO. Generally, violations listed on the DD Form 1812 for asterisked items would be reasonable cause to immediately place the facility in an ineligible status.
2. If, in the RSMO's opinion, the deficiencies are of a nature that stored DOD shipments may be damaged or contaminated, the RSMO will immediately place the facility in an ineligible status and the TO will notify all carriers involved. The carriers will remove the property to an approved warehouse. The cost of removal will be at the expense of the carrier and at no expense to the Government or the member/employee. Generally, when a facility receives a quality control rating of 17 or more points on the DD Form 1812, the RSMO will immediately place the facility in an ineligible status. Relocation of shipments will be based on the potential and probable loss and/or damage if they were allowed to remain in the facility.
3. If, in the TO's opinion, the deficiencies cannot be corrected immediately but DOD shipments are properly protected, the property will not be removed to an alternate warehouse facility. The agent, and all carriers represented by that agent, will be notified of the deficiencies and will be given 10 days from the date of the inspection to correct those deficiencies or to implement corrective action. If the agent fails to satisfactorily correct the deficiencies within 10 days from the date of inspection, the agent will be placed in an ineligible status. These actions are generally taken when a facility receives a quality control rating of nine to 16 points on the DD Form 1812.
4. If the agent is in an ineligible status and all deficiencies are corrected within 30 days from notification, and verified in writing by a follow-up inspection, the carrier will be restored to the TDR. If a deficiency remains uncorrected beyond 30 calendar days from the date of notification, all LOIs listing this agent will be returned, unless there are multiple agents on the LOIs.

#### **P. AGENCY INELIGIBILITY APPEALS**

1. It is the agent's right to appeal placement in an ineligible status. The agent's appeal will be submitted to the office that imposed the ineligibility and will be postmarked not later than 30 calendar days from the date the ineligibility was imposed. The agent's appeal will be factual and address the reasons why ineligibility action was not correct.

2. When the appeal is accepted, the TO/RSMO will issue a letter of reinstatement, returning the carrier to the TDR. If the appeal is denied, the TO/RSMO will inform the agent in writing of the reasons for the denial. The agent also will be informed that a further appeal may be made to HQ MTMC. The TO/RSMO's response to the agent will be made not later than 30 days from the date the appeal is received.
3. Appeals that cannot be resolved will be forwarded to HQ MTMC, Hoffman Building II, 200 Stovall Street, Alexandria, VA 22332-5000 (Attn: MTPP-PP), who will resolve the appeal with the Service/Agency HQs.

## **Q. CARRIER REPRESENTATION BY AGENTS**

For the movement of HHG originating in a State or the District of Columbia (DC) and being delivered to another State or the DC, or being delivered to an overseas destination, the following restrictions apply:

1. Domestic Interstate HHG.
  - a. A local agent may represent four DOD-approved carriers/forwarders. No more than two may be regulated freight forwarders. If an agent is also a DOD approved carrier and representing themselves, this will not count against the agents quota of representing four carriers, i.e., a carrier may represent two freight forwarders, two motor carrier, and him/herself as another motor carrier—a total of five carriers if including him/herself. This does not preclude the agent from requesting exception to the carrier/agent limitation in Paragraph Q.1.b., below.
  - b. Exceptions to Carrier/Agent Limitations. HQ MTMC may grant an exception to those numerical limitations when such an exception would be consistent with the program's effective management and when the agent meets the additional requirements prior to representation of the fifth carrier. An additional 2,000 cubic feet of warehouse storage space and one additional vehicle are required. Approval of a fifth carrier is subject to the limit of two regulated freight forwarders per Paragraph Q.1.a., above.
    - (1). The agent desiring an exception to the carrier agent limitations will submit a written request for exception to the TO. The TO will assess the agent's capability to represent a greater number of carriers. The TO will provide comments stating why the agent will be granted the exception or reasons why the exception is not recommended. The TO will cite the benefit to be realized by the installation, the agent's capability to represent another carrier based upon performance, and the verification of the agent's meeting the additional requirements above. The TO has the authority to approve the fifth carrier. If the TO disapproves the agent's request, guidance in Paragraph Q.1.b.(2) applies.
    - (2). HQ MTMC will review both the agent's request and the TO's recommendation and decide if an exception is warranted. If HQ MTMC approves the exception request, the agent will be notified, through the TO, by letter. If the exception is disapproved, the entire case and the reasons for disapproval will be returned through the TO to the agent. The agent will be afforded an opportunity to provide any additional information in rebuttal to the decision; however, the carrier must do so within 10 days to HQ MTMC. If, in review of the additional information provided by the agent, HQ MTMC reverses the decision, the agent will be notified by letter through the TO. The HQ MTMC decision is final.

2. Domestic Intrastate HHG. To move HHG originating in a State and delivered to a point in that same State, an agent may represent only one DOD-approved carrier. When an agent offers intrastate HHG service as a DOD-approved carrier, that agent may not represent any other carrier offering the same service.
3. ITGBL HHG and UB. There are no restrictions pertaining to an agency location within CONUS or overseas. Acceptance of a carrier's agent is contingent upon whether the agent can provide the TO with responsive service. When the service provided by an agent is not responsive, the TO, with the concurrence of HQ MTMC, or overseas representative, may place a limit on the number of carriers that an agent may represent. Further, HQ MTMC, will ensure that the number of carriers represented by any single overseas agent does not exceed the agent's capability.

## **R. LOSS OF AGENT**

1. General. When the TO is notified by an agent that it will no longer represent a carrier, the TO will advise the carrier of loss of the agent by registered mail (return receipt requested) or electronic mail, advising that the carrier has 45 calendar days from the date of the TO's letter or electronic transmission to obtain representation. If the carrier fails to obtain agent representation at the end of the specified period, the carrier's LOI will become invalid and the carrier will be placed in non-use. This constitutes a returned LOI. Carrier(s) that have several LOIs returned or that have loss of agents in several rate areas in the same cycle, must explain in writing, the circumstances regarding the multiple loss of agents/LOIs. HQ MTMC MTPP-PP will evaluate carrier responses to determine whether the carrier will be placed into non-use until corrective actions are taken. HQ MTMC evaluation will be coordinated with the TOs.
2. Domestic Program. If the carrier fails to respond within 45 calendar days, the TO will invalidate the LOI by: (1) drawing a diagonal line through the LOI, (2) noting the date invalidated, (3) retaining it in the carrier's file until a new LOI is received and accepted and (4) follow the procedures in the TOPS Functional User manual for placing the carrier in non-use upon the loss of an agent. A carrier with more than one agent listed on their LOI will not be placed in non-use or given a 45 day window to replace their agent. However, the carrier will submit a new LOI stating its primary booking agent.
3. International Program. If the carrier fails to respond within 45 calendar days, the TO will place the carrier in non-use and invalidate the LOI by: (1) drawing a diagonal line through the LOI, (2) noting the date invalidated, (3) retaining it in the carrier's file until a new LOI is received and accepted and (4) follow the procedures in the TOPS Functional User manual for placing the carrier in non-use upon the loss of an agent. The TO will notify HQ MTMC/MTPP-PP, by message, of the non-use action and will specify which rate area(s) are affected and if it is for HHG and/or UB. HQ MTMC MTPP-PP will then notify all PPSOs in the affected rate areas that the carrier has been placed in non-use. A carrier with more than one agent listed on their LOI will not be placed in non-use or given a 45 day window to replace their agent. However, the carrier will submit a new LOI stating its primary booking agent.
4. HQ MTMC will place the carrier in non-use as outlined below:
  - a. Loss of CONUS Agent. Carrier is placed in non-use outbound from the rate area affected.
  - b. Loss of Overseas Agent. The non-use will be for all traffic to and from the affected AOR immediately except where carriers have separate destination agents. In those cases, the non-

use will be for origin or destination traffic only. The TO will advise HQ MTMC MTPP-PP that the carrier has separate origin or destination agent capability at the overseas installation.

## **S. TRAFFIC DISTRIBUTION**

1. TDRs are established to provide a means of recording shipment transactions IAW requirements for HQ MTMC carrier programs. Separate TDRs are maintained for Intrastate, Interstate, and International programs (traffic for volume move will be recorded within the program).

2. Transactions. Symbols are used to code specific transactions on the TDR. Specifically:

OP = Member/employee preference - Member/employee not willing to pay for higher rate/carrier

OR = Member/employee preference - Member/employee willing to pay for higher rate/carrier

RR = Regular Refusal - Charge tonnage

RC = Refusal for Cause - No tonnage

NT = Refusal because out of NTS - Charge tonnage

PB = Pullback from selected carrier - Charge tonnage

TB = Turned back from selected carrier - Charge tonnage

AZ = Short Notice - Shipment awarded less than seven calendar days - No tonnage

TC = No charge

TN = Charge

PG = No charge

PP = Charge

DQ = Disqualification

NU = Non Use

S1, S2, S3 = Suspensions

TD = Traffic Denial

3. Format. The above codes are displayed based on the specific requirements for each program.
4. Entering Shipment Weight on the TDR. The TDR automatically aligns carriers based on cumulative tonnage allocated and estimated weight being offered for a particular shipment. When a carrier is selected, the weight is added to the cumulative weight or the short notice weight based on the shipment criteria.

5. **Member/Employee Preference for Carrier.** The TO will honor a member's/employee's preference for a carrier if the member/employee states they are willing to pay excess costs incurred if the carrier is not at the lowest overall rate. These shipments are annotated with a "OR" to identify an authorized exception in awarding tonnage. If the carrier is in the lowest overall rate group and the request will not cause the TDR to be out of balance, the TO will honor a member's/employee's preference. If the request will cause the TDR to be out of balance, the member's/employee's request must be denied. A request by the member/employee not to use a carrier because of prior unsatisfactory service will be honored and the next eligible carrier will be selected to move the shipment. When a "member/employee preference" carrier is awarded tonnage, the TDR will be annotated with an "OP" to identify that this is an authorized exception to the procedures for awarding tonnage.
6. **Short Notice Shipments.** Short notice shipments will be allocated under the same TQAP procedures as regular shipments. The following are the three types of short notice shipments:
  - a. **Regular Short Notice:** The DOD will give carriers at least seven days notice to pick up a shipment. If the notice is less than seven days, the carrier does not have to accept the shipment and no tonnage is charged against the carrier. If the carrier does accept the shipment, tonnage is charged (exception is the "Z" and "B" tonnage explained below).
  - b. **"Z" Tonnage Short Notice:** A shipment seven or less days from the "interview" (counseling) date (date on the DD Form 1299) to the pickup date. The carrier is not charged tonnage if they refuse or accept these types of shipments. This type shipment is identified on the TDR as an "AZ."
  - c. **"B" Tonnage Short Notice:** A shipment that has been pulled/back or turned/back by a carrier within seven days of pickup and allocated to another carrier. The new carrier is not charged with the weight of the shipment and the TDR is annotated with a "PG" or "TC".
7. **Carrier Agent Review.** A carrier (or carrier's designated agent) may review their own performance file. The carrier/agent will make an appointment with the TO/PPSO to view their file. The carrier will not be allowed to review the performance file or TDR of another carrier. However, if a carrier's concerns are not addressed by the PPSO/TO, or the carrier feels they are not getting their share of the distribution, the carrier may forward any concerns, questions or issues regarding their standing on TDR to HQ MTMC. HQ MTMC will coordinate their response with the Service HQ and will respond to the carrier within 30 days.

## **T. DOMESTIC TDR**

1. **Interstate.**
  - a. Separate TDRs will be established for Codes 1A and 2A shipments for each CONUS destination State and the District of Columbia. Separate TDRs will also be established for each area of operation within the AOR for each TO to each destination State. If there is more than one rate level to a destination State or the District of Columbia, like rates will be grouped from the low to high rate.
  - b. TDRs are set up with an average shipment score for each carrier and new rates published for the rate cycle. The low rate carrier (within each rate group) with the highest average shipment score will be awarded traffic first unless an authorized exception applies. All tonnage is set to zero at the beginning of each new rate cycle. Average shipment scores are



based on the carrier's performance during the previous performance period. When a carrier has not been tendered any shipment or shipments have not been scored, the carrier's last score will be carried forward. New carriers are placed on the TDR with an administrative score of 90. Carrier's average shipment score will be extended to the second decimal place, e.g., 99.78, without rounding. Carriers with equal scores (within the same rate group) will be brought forward on the new cycle TDR (using previous tonnage as a factor) from low to high tonnage. When scores, tonnage, and rates are all equal, a random selection is made.

- c. The most eligible carrier to receive the next shipment is the one with the highest performance score and lowest cumulative weight. When sufficient shipments are known by historical review to be available during a cycle, shipments may be allocated sequentially to give each carrier a shipment (or charge a refusal) during the initial movement through the TDR from the first to last carrier at the same rate level. Subsequent shipments in the same rate cycle will be allocated to correct an imbalance in weight allocated. If sufficient shipments are not projected to be available to permit a run through the entire TDR and to correct the resulting imbalances, sequential allocation may not be practical. When determining the projected availability of traffic for this purpose, historical data from a like cycle will be used, e.g., summer cycle data with summer cycle data from prior years. Traffic is to be managed to stay within a maximum differential of 40,000 pounds between the highest and lowest of all carriers at the rate level, to include carriers with zero weight. In a correctly maintained TDR, a carrier with a lower TQAP score will not have a higher cumulative weight than a carrier with a higher TQAP score except briefly in those situations requiring the application of sound traffic management to ensure a shipment moves in a safe and timely manner. When such situations occur, subsequent tonnage will be awarded in such a manner as to return the higher scored carriers to higher cumulative weight by the end of the rate cycle.

## 2. Intrastate.

- a. Separate TDRs will be established for Codes 1B and 2B shipments from the origin Bill of Lading Office Code (BLOC) to each destination BLOC within the State of the origin BLOC.
- b. The primary carrier (rate setter), who is otherwise qualified and has a TQAP score of at least 90, will receive 50 percent of the traffic. Other qualified carriers meeting the low rate will share equally in the remaining tonnage.
- c. If two carriers establish an identical low rate, each carrier will receive 33-1/3 percent of the tonnage. The remaining 33-1/3 percent will be awarded to the carriers meeting the low rate.
- d. If three or more carriers establish an identical low rate, each carrier will receive an equal percentage with the remaining carriers receiving the same percentage. Example: Three carriers submit the identical low rate with six carriers meeting the low rate. The three rate setters would each receive 25 percent of the tonnage. The other six carriers would divide the remaining 25 percent. At no time will the carriers meeting the low rate receive more tonnage than the rate setters. The TO will adjust percentages according to the volume of carriers involved.
- e. TOs in those States where carriers have limited operating authority will award tonnage as follows:
  - (1) Separate TDRs will be established for the State and for each destination AOR where rates are filed and accepted by HQ MTMC.



- (2) TDRs will be established based on:
- (a) The carrier establishing the low rate will be placed on the TDR first. This low rate carrier will meet the TQAP criteria established by HQ MTMC. Those meeting the low rate will be placed on the TDR IAW their TQAP score. Carriers with equal TQAP scores will be placed on the TDR IAW low to high tonnage from the past rate cycle.
  - (b) All carriers will begin the cycle with zero tonnage.
  - (c) Carrier establishing the low rate will receive 50 percent of the tonnage from its AOR within its operating authority only. Example: Carrier AAAA establishes the low rate for the AOR. However, the carrier can pick up only in counties A and B of the origin AOR. Carrier AAAA will receive every other shipment from counties A and B. Carriers meeting the low rate will share in the remaining tonnage. In the event no one meets the low rate, carrier AAAA will be offered all traffic before an offer is made to a higher cost carrier. In all other areas covered by this low rate, but not a part of the low rate carrier's operating authority, tonnage will be divided equally among the carriers meeting the low rate to the extent of their operating authorities.
3. Shipment Refusals. Shipments refused by carriers/agents will be considered traffic offerings and added to the carrier's cumulative weight. The refusal is annotated with "RR". Short notice shipments refused by a carrier are annotated with "AZ" and are not added to the carrier's cumulative weight. A carrier/agent may notify the TO in writing to identify a period of time when they will not be accepting shipments due to peak season saturation. During this time, the carrier will automatically be charged with a refusal if they become the most eligible carrier identified for traffic on the TDR. The refusal weight is added to the carrier's cumulative weight.
4. Pullback/Turnback. If a shipment is pulled back or turned back, the TO will enter the code "PB" or "TB" and the weight is charged as follows:
- a. Shipments pulled back/turned back with seven or less days notice of the pickup date are considered short notice shipments when reallocating to the new carrier. The new carrier is not charged tonnage on the TDR and the TDR will be annotated with a "PG" or "TC". Shipments pulled back/turned back cannot be re-booked with the same carrier.
  - b. If a shipment is pulled back after the pickup date, or if the carrier failed to pickup on the pickup date, tonnage is added to the carrier's cumulative weight.
  - c. A shipment turned back before or after the pickup date is charged to the carrier's cumulative weight.

## **U. INTERNATIONAL TDR**

1. General. Carriers submit rates every six months for rate channels and codes of service for international traffic.

## 2. TDRs.

- a. Separate TDRs will be established for each TO's AOR for each ITGBL code of service for each traffic channel based on the carrier's rate and average shipment score. Shipments will be distributed exclusively to carriers on the lowest rate level unless the volume of traffic exceeds the capability of the low rate carriers. When this occurs, the remaining traffic will be offered to carriers on the next and succeeding rate levels. However, shipments will always be offered first to the carriers on the lowest rate level before higher rate level carriers are considered unless the primary carrier is suspended, cancels its rates, is placed in nonuse, or refuses the traffic. The TDRs will be arranged in three sections: Sections I, II, and III record all traffic offered to the primary carriers, equalization carriers, and all other participating carriers, respectively.
  - (1) Section I. TOs will ensure that the primary carriers are offered their designated share of traffic. Periodic weight checks will be made to minimize deviations from the designated shares due to unequal weight of shipments. Example: If weight checks indicate that the "running" total of estimated tonnage for the traffic route is 240,000 pounds, a single primary carrier with a 50 percent share will have been offered approximately 120,000 pounds.
  - (2) Section II. If the primary carrier's share for a given traffic channel is 50 percent, every second shipment (subject to a consideration of weight factors) will be offered on a rotational basis to equalization carriers. Equalization carriers are those carriers with exactly the same rates as the primary carrier. Each equalization carrier is obligated to accept residual shipments in an amount equal to one half the primary percentage. If equalization carrier capability is insufficient and there is no primary carrier or the primary carrier cannot accept additional traffic, shipments will be offered to other participating carriers. If there is no primary carrier because of rate cancellations, nonuse, traffic will be awarded equitably among the equalization carriers.
  - (3) Section III. Other participating carriers will be offered any traffic that cannot be handled by primary and equalization carriers. Traffic will be offered first to other participating carriers at the lowest rate level and highest TQAP score. TOs will not penalize other participating carriers for failure to accept traffic beyond the established requirement.
- Note:** Estimated weights may be used in posting shipments to the TDR.
- b. The carriers' rates, LOIs on file, Carrier Approval listing, and average semiannual shipment score will be used to establish all TDRs. The share of traffic to be offered to primary carriers during the traffic distribution period is distributed with the rate solicitation each rate cycle. Other participating carriers will appear in ascending order based on lowest rate and highest TQAP score.
- c. Selective refusal of traffic by a carrier is prohibited. If a pattern is observed, action to suspend and/or request disqualification will be taken.

3. Percentage of Traffic.

- a. Class 1 Rates. Carriers setting the low rate in a Class 1 traffic channel will be offered 100 percent of the traffic moved within that channel. If two carriers establish an identical low rate, both carriers will be offered one half of the total tonnage or 50 percent each.
- b. Class 2 Rates. Carriers setting the low rate in a Class 2 traffic channel are offered a prescribed percentage of tonnage within each individual traffic channel.
  - (1) The primary carrier will be offered and is responsible for accepting actual tonnage equal to the primary percentage indicated. For example, if the primary percentage of the traffic channel is 20 percent, the primary carrier will be awarded 20 percent of the tonnage. The other 80 percent of the tonnage will be considered residual and will be shared equally between the primary and equalization carriers. Tonnage refused by the primary and equalization carriers will then be offered to the participating carriers. Example is as follows:

1 primary carrier = 20 percent\*  
7 equalization carriers plus the primary carrier = 10  
percent each (totaling 80 percent)\*  
participating carriers = \*

\*The residual 80 percent of the tonnage will be offered equitably to the equalization (with the highest scored carriers first) and primary carriers. Any remaining traffic will then be offered to the participating carriers within the same rate groups with the highest scored carrier first.

- (2) If two carriers establish an identical low rate, each carrier will be offered the prescribed tonnage for that traffic channel. For example, if two carriers establish the low rate on a 50 percent channel, each carrier will be offered 50 percent. If two or more carriers have filed identical rates and have equal average shipment scores, the random number table contained in Item 1706 of the International Personal Property Rate Solicitation will be used to determine the standing on the TDR.
  - (3) Equalization carriers may not be offered a larger share of the volume on a particular channel than the carrier establishing the low rate unless the low rate carrier is suspended or cancels its rates.
  - (4) All participating carriers will accept tonnage, if offered, as follows:

50 percent channel    12 percent  
30 percent channel    7 percent  
20 percent channel    5 percent  
10 percent channel    2 percent

- c. Class 3 Rates. Carriers will be placed on the TDR based on their average shipment score and will share equitably in traffic distribution.

## **V. CONTROLLING GOVERNMENT-OWNED HHGS CONTAINERS**

1. The following procedures will be used to manage Government-owned HHGs containers:
  - a. Controlling Containers. The TO is responsible for the use, receipt, inventory, requirements determination, and disposition of Government-owned shipping containers. The TO will:
    - (1) Maintain management control of containers to prevent loss and misuse.
    - (2) Ensure that containers are properly packed and marked according to:
      - (a) Performance Work Statement, and the DPM contract.
      - (b) TOS for ITGBL shipments.
    - (3) Ensure that GBLs are annotated with the military rate tender as well as the number and type of containers when they are used by ITGBL carriers.
    - (4) Control use of overflow containers to ensure that they are used as little as possible.
    - (5) Verify nonavailability of usable containers when a contractor invoices for new containers.
    - (6) Require quality control inspectors to verify the use of new or old containers on DPM shipments and to identify the use or nonuse of Government containers by ITGBL carriers on his/her inspection report.
  - b. Using Type II HHGs Shipping Containers (Commercial Standard, American Society for Testing and Materials (ASTM)-D4169-01, Standard Practice for Performance Testing of Shipping Containers and Systems.).
    - (1) Containers will be used only for personal property shipments of DOD sponsored personnel who are entitled to shipment or storage under the JFTR/JTR.
    - (2) Authorization for using overflow or oversize containers will be granted only when the contractor can justify their use according to the following:
      - (a) The remaining articles of a particular shipment will not justify the use of another Type II container. Overflow containers are limited to one per shipment.
      - (b) Oversize containers are limited to use for a single item that exceeds the dimensions of a Type II container.
      - (c) Overflow or oversize containers will be constructed according to ASTM-D6251, Standard Specification for Wood-Cleated Panelboard Shipping Boxes.
    - (3) Containers will usually be considered as unfit for use and beyond economical repair when the cost of repair will exceed 30 percent of the container replacement cost.
    - (4) Containers determined to not be economically repairable will be turned in to the proper Defense Property Disposal Office for disposal. If the local property disposal office will

not accept the unserviceable container parts, carriers or contractors may dispose of them when authorized in writing by the TO.

- (5) TOs will require contractors or carriers to provide a written monthly report of all Government containers on hand. The report will arrive at the TO on the first work day of the month. The report will contain at least the following items:
  - (a) Number and type of serviceable or unserviceable containers on hand at the facility.
  - (b) Number and type of serviceable or unserviceable containers received since the last report.
  - (c) Number of containers used since the last report.
- (6) Surveillance of Government-owned containers in possession of the commercial contractor. For DPM contractors, the TO will:
  - (a) Ensure that the contractor maintains adequate records of containers received and used as prescribed by the DPM contract.
  - (b) Obtain receipts for containers issued to the contractor.
  - (c) Ensure that the contractor uses containers only for Government-sponsored shipments.
  - (d) Maintain surveillance to ensure that containers are disposed of as prescribed.
  - (e) Ensure that the containers are identified as Government-owned with the marking "US Gov't Property" clearly visible on one end and one side of the container.
  - (f) Ensure that the contractor is storing Government-owned containers with enough protection to prevent deterioration from the elements.
  - (g) Ensure that the contractor is aware of proper procedures for removing doors from Type II containers to prevent damage to the doors and to the frame.
  - (h) Document violations by DPM contractors and report them to the contracting officer.

RECEIPT FOR UNACCOMPANIED BAGGAGE		
1. DELIVERED TO		
2. RECEIVED FROM		
a. NAME <i>(Last, First, Middle Initial)</i>		
b. RANK	c. BRANCH OF SERVICE	d. SSN
3. RECEIPT OF THE FOLLOWING ARTICLES IS ACKNOWLEDGED		
DESCRIPTION (1)		NUMBER OF PIECES (2)
a. BOX		
b. DUFFLE BAG/SEA BAG		
c. SUITCASE		
d. CARTON		
e. FOOT LOCKER		
f. TRUNK		
g. TOOL BOX		
h. OTHER <i>(Describe)</i>		
4. NAME AND ADDRESS OF RESPONSIBLE ITO AT DESTINATION		
5. RECEIVED BY		6. DATE <i>(YYYYMMDD)</i>
a. NAME <i>(Last, First, Middle Initial)</i>	b. RANK	
7. ACTIVITY ADDRESS		

DD FORM 1796, SEP 1998 (EG)
PREVIOUS EDITION IS OBSOLETE.

Reset

**Figure 402-1. DD Form 1796, Receipt for Unaccompanied Baggage**

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY						
<p>■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece, or on the front if space permits.</p>	<p>A. Signature <span style="float: right;"><input type="checkbox"/> Agent <input type="checkbox"/> Addressee</span>  <b>X</b></p>						
<p>1. Article Addressed to:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 5px;">B. Received by ( <i>Printed Name</i> )</td> <td style="width: 40%; padding: 5px;">C. Date of Delivery</td> </tr> </table>	B. Received by ( <i>Printed Name</i> )	C. Date of Delivery				
B. Received by ( <i>Printed Name</i> )	C. Date of Delivery						
<p>2. Article Number (<i>Transfer from service label</i>)</p>	<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes          If YES, enter delivery address below: <input type="checkbox"/> No</p>						
	<p>3. Service Type</p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Certified Mail</td> <td><input type="checkbox"/> Express Mail</td> </tr> <tr> <td><input type="checkbox"/> Registered</td> <td><input type="checkbox"/> Return Receipt for Merchandise</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td><input type="checkbox"/> C.O.D.</td> </tr> </table>	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Express Mail	<input type="checkbox"/> Registered	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Insured Mail	<input type="checkbox"/> C.O.D.
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Express Mail						
<input type="checkbox"/> Registered	<input type="checkbox"/> Return Receipt for Merchandise						
<input type="checkbox"/> Insured Mail	<input type="checkbox"/> C.O.D.						
	<p>4. Restricted Delivery? (<i>Extra Fee</i>) <input type="checkbox"/> Yes</p>						

PS Form 3811, August 2001
Domestic Return Receipt
102595-02-M-1035

UNITED STATES POSTAL SERVICE



First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

**Figure 402-2. PS Form 3811, Domestic Return Receipt**



WAREHOUSE INSPECTION REPORT <small>(Read Instructions on back before completing form.)</small>				1. (X as applicable) BOTH BOA AND SIT RSMO <input type="checkbox"/> ITO <input type="checkbox"/>		2. DATE OF INSPECTION (YYYYMMDD)	
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS		c. LOTS	d. WEIGHT
a. NAME				SS/1	USS/2	D & R/3	FCR/4
b. ADDRESS (Include ZIP Code)							
5. CONTRACT REFERENCE NUMBER		6. STATUS (X)		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X)			
		ACTIVE <input type="checkbox"/>		INACTIVE <input type="checkbox"/> INELIGIBLE <input type="checkbox"/>		YES <input type="checkbox"/> NO <input type="checkbox"/>	
8. PRE AND POST STORAGE SERVICES				10. (Continued)			
<input type="checkbox"/> a. Unauthorized equipment in use <input type="checkbox"/> b. Unauthorized cartons and packaging used <input type="checkbox"/> c. Improper packing/sealing/marking of cartons <input type="checkbox"/> d. Pickup service not accomplished on time <input type="checkbox"/> e. Improper loading/unloading of van or pallet <input type="checkbox"/> f. Disassembled parts not packaged/inventoried <input type="checkbox"/> g. Inventory stickers on finished surfaces <input type="checkbox"/> h. Improper appliance servicing/labeling <input type="checkbox"/> i. Smoking observed at residence <input type="checkbox"/> j. Employees on duty not efficient/neat <input type="checkbox"/> k. Origin premises not left in good order <input type="checkbox"/> l. Designation services improperly performed <input type="checkbox"/> m. Deviations to service order <input type="checkbox"/> n. Delivery service not accomplished on time				<input type="checkbox"/> l. Improper piano/organ storage <input type="checkbox"/> m. Improper storage of mattresses <input type="checkbox"/> n. Segregated pieces not properly identified <input type="checkbox"/> o. Improper packing of mirrors/glass table tops <input type="checkbox"/> p. Inadequate protection against mold/mildew <input type="checkbox"/> q. Aisles being used to process goods in/out <input type="checkbox"/> r. Previous discrepancies not corrected*			
9. ADMINISTRATION				11. FIRE PREVENTION AND HOUSEKEEPING			
<input type="checkbox"/> a. Incorrect inventory preparation <input type="checkbox"/> b. No separate weight ticket and certificate/PB and E/WT <input type="checkbox"/> c. Incorrect warehouse receipt preparation <input type="checkbox"/> d. Ineffective locator system* <input type="checkbox"/> e. Contract supporting paperwork needed				<input type="checkbox"/> a. Electric/heat/water systems require repair <input type="checkbox"/> b. Evidence of smoking in warehouse* <input type="checkbox"/> c. Unauthorized items stored* <input type="checkbox"/> d. Improper aisle and/or stacking clearance <input type="checkbox"/> e. No fire system inspection* <input type="checkbox"/> f. No fire extinguisher inspection <input type="checkbox"/> g. No extinguishers on warehouse equipment <input type="checkbox"/> h. Trash/debris in storage area <input type="checkbox"/> i. Fire doors inoperable/in need of repair <input type="checkbox"/> j. No fire plan posted <input type="checkbox"/> k. Space heaters/extension cords being used <input type="checkbox"/> l. Gas and oil not drained from motorized items <input type="checkbox"/> m. Hazards noted within 50 feet of warehouse* <input type="checkbox"/> n. Flammables/combustibles found in warehouse*			
10. STORAGE METHODS AND OPERATION				12. WAREHOUSE PRACTICES			
<input type="checkbox"/> a. Consigned lots not stored within 5 days* <input type="checkbox"/> b. Improper storage, stacks/pallets <input type="checkbox"/> c. Finished surfaces not protected by pads/wrap <input type="checkbox"/> d. Lots and separated pieces not elevated 2 inches <input type="checkbox"/> e. Lots stored against exterior walls <input type="checkbox"/> f. Lawnmowers not stored at base level of lot <input type="checkbox"/> g. Improper firearms control <input type="checkbox"/> h. Loose stack storage over 10 feet* <input type="checkbox"/> i. PBO contents not identified on inventory <input type="checkbox"/> j. Improper storage of upholstered pieces* <input type="checkbox"/> k. Improper storage of rugs/pads*				<input type="checkbox"/> a. Inadequate security* <input type="checkbox"/> b. Inadequate loading/unloading area <input type="checkbox"/> c. Structural deficiencies (doors/floors/roof/walls/windows) <input type="checkbox"/> d. Inadequate protection from sun/dust/heat/cold/moisture <input type="checkbox"/> e. Lack of insect/rodent control <input type="checkbox"/> f. Vehicles parked in storage area <input type="checkbox"/> g. Commingled storage with undesirable commodities <input type="checkbox"/> h. Multiple occupancy* <input type="checkbox"/> i. Weight stored in excess of authorized limit*			
13. DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE							
<input type="checkbox"/> a. No deficiencies observed <input type="checkbox"/> b. Corrective action without report is required as soon as possible <input type="checkbox"/> c. Corrective action, confirmed in writing, is required by (YYYYMMDD) Send notice of corrective action to _____ <input type="checkbox"/> d. You are _____ for further business as of _____ <input type="checkbox"/> e. You are continued ineligible for further initial service orders.				A: 0      B: 1 - 8      C: 9 - 16      D: 17 & OVER			
14. DOCUMENT FILES CHECKED				15. LOT NUMBERS CHECKED			
15. CONTRACTOR/CARRIER REPRESENTATIVE				17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR			
a. SIGNATURE		b. TITLE					

DD FORM 1812, SEP 1998 (EG)

COPY DESIGNATION:

PREVIOUS EDITION IS OBSOLETE.

☐ COPY 1 - RSMO/  
ITO FILE COPY

☐ COPY 2 - CONTRACTOR/  
AGENT COPY

☐ COPY 3 - ITO/RSMO  
INFO COPY

Figure 402-3. DD Form 1812, Warehouse Inspection Report

### INSTRUCTIONS

This form will be prepared in TRIPLICATE. The original will be retained by the inspection agency (ITO/RSMO); duplicate copy will be furnished to the contractor/carrier's agent; and triplicate copy will be forwarded to the responsible ITO/RSMO for information purposes.

**ITEMS 8 - 12:** When a discrepancy exists, it will be rated by using the numbers of 1, 2, and 3, reflecting the ascending seriousness of the findings, which is prescribed in the "Guide to Severity of Deficiencies." The rating will be indicated in the block preceding the violation. Enter a reference to the Tender of Service or the Basic Ordering Agreement for each violation found in Item 18, "REMARKS". If needed, include all additional comments in Item 18. Items marked by an asterisk are applicable by the judgment of the inspector to interrupt the contract with or without the quality control rating of total assessed points.

**ITEM 13:** An assigned rating of A - D for administrative action corresponds to the total number of points given during the inspection. If Item c. is checked, complete the statement to show the allowed time for corrective action and reply.

### 18. REMARKS

DD FORM 1812 (BACK), SEP 1998

### Figure 402-3. DD Form 1812 (Back), Warehouse Inspection Report (Cont'd)

**Note:** In addition to items on the DD Form 1812 above, inspectors will also ensure the availability of barcode MSL capability (installed equipment or a contract capability) if the agent prepares shipments for entry into the DTS